Improvement in the Working of Telephones

2528. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of steps taken by Government to improve the working of telephone system in the country;

(b) the details of steps taken by Government to ensure prompt and quick delivery of telegrams in the country; and

(c) the details of steps taken by Government to redress the grievances of the people about the faulty service of telephones disconnection of telephones after payments frauded of employees telephone department and late|delayed|non-delivery of telegrams?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI GIRIDHAR GOMANGO): (a) To improve the Telecom services, the following steps are being taken by the department:—

(i) Replacement of worn out electromechanical exchanges by electronic ones;

(ii) Replacement of worn out telephones instruments by new ones;

(iii) Replacement of fault prone cables;

(iv) Replacement of heavy overhead alignments by underground cables;

(v) Provision of cable ducts in large cities;

(vi) Provision of more PCOs in different parts of the country; and

(vii) Customer oriented training to the staff of the department.

(b) The following steps have been taken to ensure prompt and quick delivery of telegram;

(i) Modernisation of telegraph network by installing electronic Store-and-Forward Message Switching systems, Electronic Teleprinters, Electronic Key boards; Electronic Key Board concentrators etc.;

(ii) Providing Mopeds to Telegraph messengers for expediting delivery of telegrams in far flung areas; and

(iii) Providing financial incentives to telegraphists and telegraph messengers to give higher output than the minimum prescribed.

(c) The following steps are taken to redress grievances of the public:

(i) Customer Service Cells are being opened all over the country in Divisional and sub-divisional headquarters;

(ii) Faulty telephones, if reported are generally repaired promptly However, if due to unavoidable reasons, repair is delayed for more than 15 days, rebate in rental is given;

(iii) Disconnection of Telephones for non-payment are done only after due notice to the subscriber. If the subscriber claims that bill has been paid and provides particulars, disconnection is not done before further verification. In rare cases where the subscriber could not be contacted, if erroneous disconnection is done, restoration charges are waived; and

(iv) As regards late delivery of telegrams, refund of telegraph charges is given for delay or late delivery if the telegram has not served its purpose and also when it is found that the telegram remained undelivered. Action against defaulting official is taken if the delay or non-delivery is attributable to human failure.

Delivery of Telegrams

2529. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telegrams delivered in the country, circle-wise during the last three years;

(b) the number of complaints received against non-delivery of telegrams during the same perod, circle-wise; and

(c) the number of complaints received about the late delivery of telegrams during th same period, circle-wise ?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI GIRIDHAR GOMANGO) : (a) Number of telegrams delivered in the country circle-wise is given in Statement-I to the reply.

(b) and (c) Information on number of complaints on non-delivery, late delivery and other reasons is together maintained as number of complaints per 1000 telegrams booked and is given in statement-II. (*See* below).

Statement-I

Number of Telegrams delivered (in Lakhs)

Sl.	No. Circle	Year		
		1985-86	1986-87	1987-88
1	Andhra	66.50	67.50	86.77
2	Assam	..	..	7.35*
3	Bihar	22.15	22.07	20.92
4	Gujarat	48.16	39.79	35.06
5	Haryana	..	..	15.90*
6	Himachal Pradesh	..	..	7.29*
7	Jammu & Kashmir	8.14	11.37	9.42
8	Karnataka	64.90	58.92	56.95
9	Kerala	33.87	34.26	32.25
1	Madhya Pradesh	37.07	37.27	37.11
1	Maharashtra	141.04	132.34	131.04
1	North-East	18.64	18.49	8.35
1	Orissa	14.74	15.21	15.42
1	Punjab	48.27	48.00	21.96
	Rajasthan	36.32	40.15	32.36
1	Tamil Nadu	121.20	106.03	106.10
1	Uttar Pradesh	63.99	57.54	57.03
1	West Bengal	43.59	39.31	38.69
1	Delhi	55.57	53.59	51.76

* New Circles formed in 1987

Statement-II

Number of Telegraph Complaints on non-delivery, late delivery and other reasons per 1000 Telegrams Booked

Sl. No.	Name of Circle	1985-86	1986-87	1987-88
1	Andhra Pradesh	0.12	0.10	0.11
2	Assam	..	..	0.06*
3	Bihar	0.28	0.18	0.18
4	Gujarat	0.09	0.19	0.07
5	Haryana	..	..	0.13*
6	Himachal Pradesh	..	..	0.11*
7	Jammu & Kashmir	0.11	0.10	0.11
8	Karnataka	0.07	0.07	0.04
9	Kerala	0.19	0.21	0.21
10	Madhya Pradesh	0.07	0.05	0.08
11	Maharashtra	0.18	0.16	0.19
12	North East	0.09	0.09	0.16
13	Orissa	0·21	0.16	0.14
14	Punjab	0.15	0,14	0.16
15	Rajasthan	0.06	0.04	0.05
16	Tamil Nadu	0.09	0.13	0.15
17	Uttar Pradesh	0.24	0.17	0.21
18	West Bengal	0.15	0.17	0.08
19	Delhi Telegraph	0.18	0.15	0.14

*Indicates new circles formed in 1987

Telephone Facilities to Villages in Uttar Pradesh

2530. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the names of villages in Uttar Pradesh which are likely to be provided with telephone facilities during the current financial year; and

(b) the amount allocated for this purpose?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI GIRIDHAR GOMANGO): (a) 330 villages are planned to be provided Long Distance Public Telephones in the rural areas of Uttar Pradesh during the current financial year, the names of the places are finalised during the course of the year depending upon technical feasibility.

(b) No separate funds are allocated for these works. The expenditure is met from the lump sum grant placed at the disposal of circles.